

PRIORITIZATION OF LICENSING WORKLOAD

There has been confusion over how the Community Care Licensing Division (CCLD) is addressing resource issues and managing its workload. As was reported at budget hearings, CCLD has been forced to prioritize work on all mandates as a result of the worsening budget situation. CCLD proactively put forth a Spring Finance Letter which would have realigned the licensing mandates to the available resources; however, the Legislature rejected that proposal. CCLD has been prioritizing its workload in order to cover the most critical mandates. However, the situation continued to worsen with the “no budget” situation and CCLD’s ability to perform the most critical health and safety activities has further deteriorated. As a result, CCLD has reassessed its workload priorities in order to ensure the most significant health and safety activities are addressed. This does not mean that any mandated functions are completely suspended, but it does mean there will be further delays until licensing mandates are aligned with resources. The Regional Office will work through the priorities given available resources to ensure critical health and safety activities are completed on time. The following lays out the order of workload priorities:

1. Enforcement Actions
2. Enforcement Follow-up
3. Complaint Inspections
4. Annual Required Inspections
5. 5 Year Inspections
6. Random Inspections
7. Applications
8. Orientations
9. Appeals

Enforcement Actions (i.e. Temporary Suspension Orders, License Revocation, and Exclusion Orders) is a priority and will be processed whenever needed.

Enforcement Follow-up is a priority to ensure the safety of clients in care and will be completed.

Complaint Inspections within 10 days of receipt of the complaint is a priority to ensure the safety of clients in care and will be completed.

Annual Required Inspections of facilities that have had a history of compliance issues will be prioritized with the above priorities and completed as resources permit.

5 Year Inspections of facilities will be prioritized with the above priorities and completed as resources permit.

Random Inspections of facilities will be prioritized with the above priorities and completed as resources permit.

Applications will continue to be accepted, however, there will be delays. If a new application affects the health and safety of clients already in care, these will continue to be worked timely. Other circumstances where the Regional Offices determines a need to complete the application will continue. The remaining applications will be handled as resources permit.

Orientations will continue, however, there will be delays. If a new orientation affects the health and safety of clients already in care, these will continue to be scheduled. Other circumstances where the Regional Offices determines a need to conduct the orientation will continue. The remaining orientations will be scheduled as resources permit.

Appeals will continue to be accepted, however, they will be processed as resources permit.

While the further prioritization of workload was necessary during the “no budget” period, we want to remind you that the licensing mandates and licensing resources are not aligned and until there is action to change the mandates or adjust resources, there will be an ongoing need to prioritize licensing workload at some level.